



LEARNING COLLABORATIVE
ON CALL CENTERS

JUNE 14–15, 2017 • DOUBLETREE ONTARIO AIRPORT • ONTARIO, CA 91764

CALFRESH MYSTERY CALLS

Use this form to evaluate the assistance and information provided during an initial contact with the call center. Ask the questions that follow, by either choosing to request CalFresh benefits for you or on behalf of a relative.

Attempt to call three times: once in the morning, once in the afternoon and one call when the call center is closed to find out if there is a recorded message with the office hours to encourage people to apply. If possible, bilingual staff may also make mystery calls to the call center using the same approach.

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| County: |
| Phone Number: |
| Office Hours: |
| Date/Time of Call: |
| Reviewer: |

1. I need some help. I would like to get CalFresh benefits. What do I need to do? Do I have to come into the office to apply?
2. What time can I come in today to apply and where do I go to apply?
3. What do I need to bring with me?
4. How long will I be at the office to apply?
5. How long does it take to get CalFresh benefits? *If the person says it will take longer than 3 days to get CalFresh, ask if you can get them sooner than that. If the person presses you about your personal circumstances, state that, "I don't have any income and only have about \$50 in the bank."*

6. If I can't get to the office, can I call again and ask to get an application by mail?

7. Could I fax the application back? What is your fax number?

EVALUATION:

1. How many times did the phone ring before you got a recorded message, someone to speak with or until the phone call automatically ended?

2. How many times did you have to redial because the line was busy? Was there a call back feature?

3. Was assistance available in appropriate languages for the local office area?

4. Give your impression of the person's knowledge, helpfulness and manner:

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|--|-----|----|
| • Explained options available for applying? | Yes | No |
| • Volunteered information without being asked? | Yes | No |
| • Courteous? | Yes | No |
| • Provided correct information? | Yes | No |

COMMENTS: